

**E-GOV: Business Gateway**

**Exhibit 300: Part I: Summary Information and Justification (All Capital Assets)**

**I.A. Overview**

|   |                               |
|---|-------------------------------|
| <b>1. Date of Submission:</b>   | 12/29/2006                    |
| <b>2. Agency:</b>   | Small Business Administration |
| <b>3. Bureau:</b>   | Chief Information Officer     |
| <b>4. Name of this Capital Asset:</b>   | E-GOV: Business Gateway       |
| <b>5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)</b>  | 028-00-01-07-01-0100-24       |
| <b>6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&amp;M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 should not select O&amp;M. These investments should indicate their current status.)</b>  | E-Gov/LoB Oversight           |
| <b>7. What was the first budget year this investment was submitted to OMB?</b>  | FY2003                        |
| <b>8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:</b><br><br>What is Business Gateway? The Business Gateway (BG), which is one of the 25 Presidential e-Gov initiatives, is a multi-year, multi-phase project that has strategic goals to provide small and medium sized businesses with a single access point, business.gov, to easily find government information, including forms and compliance assistance resources and tools. Business Gateway also reduces the regulatory paperwork burden on businesses through easier data submission. Why Do We Need the Business Gateway? Federal compliance burden is an overwhelming problem for small and medium sized businesses. There is no government-wide solution for compliance assistance. The Business Gateway also satisfies the statutory requirements of the Small Business Paperwork Relief Act of 2002. The statute requires single points of contact for small businesses to provide personal assistance, as well as all of the compliance assistance resources from federal agencies in one place. What Value Does Business Gateway Provide Businesses? Save time and money Reduce the time it takes to find compliance assistance information Provide organized and simplified approach to finding useful information One-stop site to answer businesses' questions On-line "vertical" search Centralized access to information and resources Reduce the amount of data businesses submit to the government through a streamlined submission process What Value Does Business Gateway Provide the Federal Government? Improve customer service to businesses Serve as translator between the business community and the Federal Government Reduce the number of "misdirected" calls - avoiding wasted time responding to unnecessary inquiries Simplify information management Aid agencies in reducing the paperwork burden on small businesses in response to the Small Business Paperwork Relief Act of 2002 Improve forms management capability Forms Catalog reporting ROCIS Integration - ICR simplification and clarification Compliance Information Analysis |                               |
| <b>9. Did the Agency's Executive/Investment Committee approve this request?</b>   | Yes                           |
| <b>a. If "yes," what was the date of this approval?</b>   | 10/1/2002                     |

|  |   |
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| <b>10. Did the Project Manager review this Exhibit?</b>  | Yes   |
| <b>11. Contact information of Project Manager?</b>   |   |
| <b>Name</b>  |   |
| <b>Phone Number</b>  |   |
| <b>Email</b>   |   |
| <b>12. Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project.</b>   | Yes   |
| <b>a. Will this investment include electronic assets (including computers)?</b>  | Yes   |
| <b>b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)</b>   | No  |
| <b>1. If "yes," is an ESPC or UESC being used to help fund this investment?</b>  |   |
| <b>2. If "yes," will this investment meet sustainable design principles?</b>   |   |
| <b>3. If "yes," is it designed to be 30% more energy efficient than relevant code?</b>   |   |
| <b>13. Does this investment support one of the PMA initiatives?</b>  | Yes   |
| <b>If "yes," check all that apply:</b>   | Expanded E-Government   |
| <b>13a. Briefly describe how this asset directly supports the identified initiative(s)?</b>  | Business Gateway is one of the 25 Presidential E-Government Initiatives that is meant to provide 25 million businesses and partner agencies, incremental improvements to accessing compliance information by providing a 'one-stop' portal to access compliance resources and tools. Furthermore, this initiative is meant to create better synergy and efficiencies across agencies by enabling them to work together to minimize the compliance burden on small to medium sized businesses. |
| <b>14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit <a href="http://www.whitehouse.gov/omb/part">www.whitehouse.gov/omb/part</a>.)</b> | No  |
| <b>a. If "yes," does this investment address a weakness found during the PART review?</b>  | No  |
| <b>b. If "yes," what is the name of the PART program assessed</b>  |   |

|  |  |
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| by OMB's Program Assessment Rating Tool? |  |
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c. If "yes," what PART rating did it receive?

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| 15. Is this investment for information technology? | Yes |
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If the answer to Question: "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.

For information technology investments only:

|  |         |
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| 16. What is the level of the IT Project? (per CIO Council PM Guidance) | Level 2 |
|--|---------|

|  |  |
|--|--|
| 17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance): | (4) Project manager assigned but qualification status review has not yet started |
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| 18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)? | Yes |
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|--|----|
| 19. Is this a financial management system? | No |
|--|----|

|   |    |
|---|----|
| a. If "yes," does this investment address a FFMI A compliance area? | No |
|---|----|

1. If "yes," which compliance area:

2. If "no," what does it address?

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

|          |   |
|----------|---|
| Hardware | 0 |
|----------|---|

|          |   |
|----------|---|
| Software | 0 |
|----------|---|

|          |   |
|----------|---|
| Services | 0 |
|----------|---|

|       |   |
|-------|---|
| Other | 0 |
|-------|---|

|  |     |
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| 21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? | Yes |
|--|-----|

22. Contact information of individual responsible for privacy related questions:

Name

Phone Number

|   |    |
|---|----|
| Title   |    |
| E-mail  |    |
| 23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? | No |

### I.B. Summary of Funding

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The total estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

| Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES<br>(REPORTED IN MILLIONS)<br>(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions) |                          |         |         |         |             |             |             |                         |       |
|---|--------------------------|---------|---------|---------|-------------|-------------|-------------|-------------------------|-------|
|   | PY - 1<br>and<br>Earlier | PY 2006 | CY 2007 | BY 2008 | BY + 1 2009 | BY + 2 2010 | BY + 3 2011 | BY + 4<br>and<br>Beyond | Total |
| Planning  |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 5.235                    | 2.904   | 2.4     | 0       |             |             |             |                         |       |
| Acquisition   |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 6.5                      | 4.155   | 3       | 0       |             |             |             |                         |       |
| Subtotal Planning & Acquisition   |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 11.735                   | 7.059   | 5.4     | 0       |             |             |             |                         |       |
| Operations & Maintenance  |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 1.65                     | 3.121   | 2.992   | 4.8     |             |             |             |                         |       |
| TOTAL   |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 13.385                   | 10.18   | 8.392   | 4.8     |             |             |             |                         |       |
| Government FTE Cost   |                          |         |         |         |             |             |             |                         |       |
| Budgetary Resources   | 2.695                    | 0.691   | 0.75    | 0.8     |             |             |             |                         |       |
| Number of FTE represented by Costs:   |                          |         |         |         |             |             |             |                         |       |

**Note:** For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

|  |    |
|--|----|
| <b>2. Will this project require the agency to hire additional FTE's?</b> | No |
|--|----|

a. If "yes," How many and in what year?

**3. If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes:**

The summary of spending has been changed from the FY07 President's budget request due to an adjustment in our projects life-cycle. The life-cycle has been adjusted to reflect the change in timing and frequency of scheduled releases for enhancements. It is important to note that these changes to our life-cycle are a direct result of Business Gateway responding to the current and future requirements of our end users. In addition, as a result of more detailed analysis of our strategy and scope, the Business Gateway team has been able to more accurately estimate our future budget needs and have incorporated those funds into our life-cycle budget.

### I.C. Acquisition/Contract Strategy

**1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.**

Contracts/Task Orders Table:

**2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:**

Earned value is required for the contracts above.

|   |     |
|---|-----|
| <b>3. Do the contracts ensure Section 508 compliance?</b> | Yes |
|---|-----|

a. Explain why:

The BG team feels very strongly about ensuring that all customers and other stakeholders enjoy comparable user-friendly access to Business Gateway forms in accordance with Section 508 legislation. To maintain compliance, prior to any major update 508 compliance testing occurs. BG project team evaluates the portal's performance to Section 508 requirements and corrects any identified deficiencies. Our program wants to ensure that all citizens can access our information.

|  |     |
|--|-----|
| <b>4. Is there an acquisition plan which has been approved in accordance with agency requirements?</b> | Yes |
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a. If "yes," what is the date?

5/22/2006

b. If "no," will an acquisition plan be developed?

1. If "no," briefly explain why:

## I.D. Performance Information

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

| Performance Information Table 1: |  |   |   |   |  |
|----------------------------------|--|---|---|---|--|
| Fiscal Year                      | Strategic Goal(s) Supported  | Performance Measure   | Actual/baseline (from Previous Year)  | Planned Performance Metric (Target)   | Performance Metric Results (Actual)      |
| 2004                             | Simplify, unify, and better manage citizen-facing E-Forms infrastructure   | Ensure at least 75% of transactional forms will be loaded into forms catalogue                  | 0 starting FY04   | 3200 forms in database by Sep 04  | 2800                                     |
| 2004                             | Provide the Nations business owners with a single access point to government services. Simplify, unify, and better manage citizen-facing E-Forms infrastructure. | There will be no decrease in activity i.e. from 20k hits per week                               | Maintain average number of hits per week on business.gov of approximately 20k per week. (Goal was not to lose visitors while revamping and consolidating web sites. | The number of visits to business.gov  | Weekly hits as 11/2004 are 34,000        |
| 2004                             | Reduce regulatory burden by harmonizing and streamlining data along vertical lines as well as providing compliance based assistance tools.                       | Continue with the Surface Coal Mining Proof of Concept to reduce the forms requirements by 10%. | The current number of forms supporting Surface Coal Mining - 4  | Reduce the number of forms within Coal Mining proof of concept from 4 to 1. | Reduced the number of forms from 4 to 1. |
| 2005                             | Simplify, unify, and better manage citizen-facing E-Forms infrastructure   | Ensure at least 99% of 4400 forms will be loaded into forms catalogue.                          | 3200 forms  | 4356 forms in catalog.  | 5,200 Unique forms                       |
| 2005                             | Provide the Nations business owners with a single access point to government services.   | Improve by 10% once baseline is established   | Baseline established October 2004:  | Improve by 10% once baseline is established                                 | 39,583                                   |

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at [www.egov.gov](http://www.egov.gov).

Performance Information Table 2:

| Fiscal Year | Measurement Area             | Measurement Category                 | Measurement Grouping  | Measurement Indicator  | Baseline  | Planned Improvement to the Baseline   | Actual Results  |
|-------------|------------------------------|--------------------------------------|-----------------------|--|---|---|---|
| 2006        | Customer Results             | Customer Benefit                     | Customer Satisfaction | User Satisfaction  | 72  | Maintain score of 70 or higher  | 75  |
| 2006        | Mission and Business Results | Public Affairs                       | Product Outreach      | Number of unique visitors to business.gov per month  | 195,472   | Improve by 10% once baseline is established   | 257,962   |
| 2006        | Processes and Activities     | Financial (Processes and Activities) | Financial Management  | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | 8,500 burden hours  | Decrease by 10%   | 37% reduction in burden hours (from 8,500 to 5,300) due to the Single Source Coal Reporting data harmonization vertical |
| 2006        | Technology                   | Quality                              | Functionality         | Quality of Search Functionality  | Based on Q1 FY06 results: 74  | Maintain score of 70 or higher  | 76  |
| 2007        | Customer Results             | Customer Benefit                     | Customer Satisfaction | Foresee Survey   | 70 (Based on Foresee benchmark scores)  | Maintain score of 70 or higher  |   |
| 2007        | Mission and Business Results | Public Affairs                       | Product Outreach      | Number of unique visitors to business.gov per month  | Based on FY06 results   | Increase by 10%   |   |
| 2007        | Processes and Activities     | Financial (Processes and Activities) | Costs                 | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will establish a baseline and a planned improvement goal in Q1 FY07. | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will establish a baseline and a planned improvement goal in Q1 FY07. |   |
| 2007        | Technology                   | Quality                              | Functionality         | Quality of Search Functionality  | 70 (Based on Foresee benchmark scores)  |   |   |
| 2008        | Customer Results             | Customer Benefit                     | Customer Satisfaction | Foresee scores   | 70 (Based on Foresee benchmark scores)  |   |   |

|      |                              |                                      |                       |  |   |  |  |
|------|------------------------------|--------------------------------------|-----------------------|--|---|--|--|
| 2008 | Mission and Business Results | Public Affairs                       | Product Outreach      | * Number of unique visitors to the Forms Catalog per month                                   | Based on FY07 results   |  |  |
| 2008 | Processes and Activities     | Financial (Processes and Activities) | Financial Management  | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will establish a baseline and a planned improvement goal in Q1 FY08. |  |  |
| 2008 | Technology                   | Quality                              | Functionality         | Foresee Survey Benchmark   | 70  |  |  |
| 2009 | Customer Results             | Customer Benefit                     | Customer Satisfaction | Foresee Benchmark Scores   |   |  |  |
| 2009 | Mission and Business Results | Public Affairs                       | Product Outreach      | * Number of unique visitors to the Forms Catalog per month                                   |   |  |  |
| 2009 | Processes and Activities     | Financial (Processes and Activities) | Financial Management  | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will establish a baseline and a planned improvement goal in Q1 FY09. |  |  |
| 2009 | Technology                   | Quality                              | Functionality         | Foresee Survey Benchmark   |   |  |  |
| 2010 | Customer Results             | Customer Benefit                     | Customer Satisfaction | Foresee Survey   |   |  |  |
| 2010 | Mission and Business Results | Public Affairs                       | Product Outreach      | Number of unique visitors to business.gov per month  | Based on FY09 results   |  |  |
| 2010 | Processes and Activities     | Financial (Processes and Activities) | Financial Management  | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will   |  |  |



|      |                              |                                      |                       |  |   |  |  |
|------|------------------------------|--------------------------------------|-----------------------|--|---|--|--|
|      |                              |                                      |                       |  | establish a baseline and a planned improvement goal in Q1 FY10.   |  |  |
| 2010 | Technology                   | Quality                              | Functionality         | Foresee Survey   |   |  |  |
| 2011 | Customer Results             | Customer Benefit                     | Customer Satisfaction | Foresee Survey   |   |  |  |
| 2011 | Mission and Business Results | Public Affairs                       | Product Outreach      | Number of unique visitors to business.gov per month  | Based on FY10 results   |  |  |
| 2011 | Processes and Activities     | Financial (Processes and Activities) | Financial Management  | Reduced costs to businesses in the form of time savings, burden reduction, or cost avoidance | Because data harmonization outcomes are unique to each project, and because the new site launched 9/29/06 will indicate new customer behaviors, BG will establish a baseline and a planned improvement goal in Q1 FY11. |  |  |
| 2011 | Technology                   | Quality                              | Functionality         | Foresee Survey   |   |  |  |

#### I.E. Security and Privacy

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system/s.

Please respond to the questions below and verify the system owner took the following actions:

|  |     |
|--|-----|
| 1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment: | Yes |
| a. If "yes," provide the "Percentage IT Security" for the budget year:   | 0   |
| 2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each         | Yes |

system supporting or part of this investment.

### 3. Systems in Planning - Security Table:

| Name of System                        | Agency/ or Contractor Operated System? | Planned Operational Date | Planned or Actual C&A Completion Date |
|---------------------------------------|--|--------------------------|---------------------------------------|
| Forms.gov Version 2.3 (Forms Catalog) | Contractor and Government              | 8/11/2004                | 2/5/2005                              |

### 4. Operational Systems - Security Table:

| Name of System                | Agency/ or Contractor Operated System? | NIST FIPS 199 Risk Impact level | Has C&A been Completed, using NIST 800-37? | Date C&A Complete | What standards were used for the Security Controls tests? | Date Complete(d): Security Control Testing | Date the contingency plan tested |
|-------------------------------|--|---------------------------------|--|-------------------|---|--|----------------------------------|
| Business.gov Version 2.0      | Contractor and Government              | High                            | Yes  | 12/28/2006        | FIPS 200 / NIST 800-53                                    | 9/15/2004                                  | 11/18/2006                       |
| Forms.gov 2.3 (Forms Catalog) | Contractor and Government              | Moderate                        | Yes  | 2/3/2005          | FIPS 200 / NIST 800-53                                    | 9/15/2004                                  | 11/18/2006                       |

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?

No

a. If "yes," have those weaknesses been incorporated agency's plan of action and milestone process?

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?

No

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

7. How are contractor security procedures monitored, verified, validated by the agency for the contractor systems above?

The security verification and validation for Forms.gov and Business.gov will be handled via the hosting contract we have with GSA (FedSims).

### 8. Planning & Operational Systems - Privacy Table:

| Name of System | Is this a new system? | Is there a Privacy Impact Assessment (PIA) that covers this system? | Is the PIA available to the public? | Is a System of Records Notice (SORN) required for this system? | Was a new or amended SORN published in FY 06?                           |
|----------------|-----------------------|---|-------------------------------------|--|---|
| Business.gov   | No                    | Yes.  | Yes.                                | Yes  | Yes, because this is a newly established Privacy Act system of records. |
| Forms.gov      | No                    | Yes.  | Yes.                                | Yes  | Yes, because this is a newly established Privacy Act system of records. |

## I.F. Enterprise Architecture (EA)

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? No

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

b. If "no," please explain why?

At this point in time, SBA is still developing the EA Transition Strategy. Business Gateway will work closely with SBA and its Enterprise Architect, Richard Coffee, to ensure that our initiative is included in the development of the transition strategy document.

### 3. Service Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

| Agency Component Name    | Agency Component Description | Service Domain               | FEA SRM Service Type          | FEA SRM Component        | FEA Service Component Reused Name | FEA Service Component Reused UPI | Internal or External Reuse? | BY Funding Percentage |
|--------------------------|------------------------------|------------------------------|-------------------------------|--------------------------|-----------------------------------|----------------------------------|-----------------------------|-----------------------|
| Data Classification      |                              | Back Office Services         | Data Management               | Data Classification      |                                   |                                  | No Reuse                    | 2                     |
| Data Integration         |                              | Back Office Services         | Development and Integration   | Data Integration         |                                   |                                  | No Reuse                    | 2                     |
| Business Rule Management |                              | Business Management Services | Management of Processes       | Business Rule Management |                                   |                                  | No Reuse                    | 2                     |
| Assistance Request       |                              | Customer Services            | Customer Initiated Assistance | Assistance Request       |                                   |                                  | External                    | 10                    |

|                          |   |                        |                                  |                          |             |  |          |    |
|--------------------------|---|------------------------|----------------------------------|--------------------------|-------------|--|----------|----|
| On-Line Help             | This project supports the business compliance assistance efforts. The project supports the following activities: 1) e-forms, 2) rulemaking, 3) Knowledge management, 4) compliance assistance/transactions. | Customer Services      | Customer Initiated Assistance    | Online Help              | Online Help |  | Internal | 10 |
| Alerts and Notifications |   | Customer Services      | Customer Preferences             | Alerts and Notifications |             |  | No Reuse | 15 |
| Brand Management         |   | Customer Services      | Customer Relationship Management | Brand Management         |             |  | Internal | 35 |
| Categorization           |   | Digital Asset Services | Knowledge Management             | Categorization           |             |  | No Reuse | 2  |
| Forms Creation           |   | Support Services       | Forms Management                 | Forms Creation           |             |  | External | 20 |
| Access Control           |   | Support Services       | Security Management              | Access Control           |             |  | Internal | 2  |

**Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.**

**A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.**

**'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.**

**Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.**

#### 4. Technical Reference Model (TRM) Table:

**To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.**

| FEA SRM Component     | FEA TRM Service Area | FEA TRM Service Category | FEA TRM Service Standard | Service Specification (i.e. vendor or product name) |
|-----------------------|----------------------|--------------------------|--------------------------|---|
| Data Integration      | Component Framework  | Data Interchange         | Data Exchange            | Simple Object Access Protocol (SOAP)                |
| Data Integration      | Component Framework  | Data Interchange         | Data Exchange            | Web Services User Interface                         |
| Information Retrieval | Component Framework  | Presentation / Interface | Content Rendering        | Cascading Style Sheets (CSS)                        |

|                                    |                                     |                          |                                    |   |
|------------------------------------|-------------------------------------|--------------------------|------------------------------------|---|
| Information Retrieval              | Component Framework                 | Presentation / Interface | Content Rendering                  | Dynamic HTML (DHTML)  |
| Information Retrieval              | Component Framework                 | Presentation / Interface | Content Rendering                  | extensible HTML (XHTML)   |
| Identification and Authentication  | Component Framework                 | Security                 | Certificates / Digital Signatures  | Digital Certificate Authentication  |
| Identification and Authentication  | Component Framework                 | Security                 | Certificates / Digital Signatures  | Secure Sockets Layer (SSL)  |
| Online Help                        | Service Access and Delivery         | Access Channels          | Other Electronic Channels          | Uniform Resource Locator (URL)  |
| Online Help                        | Service Access and Delivery         | Access Channels          | Other Electronic Channels          | Web Service   |
| Online Help                        | Service Access and Delivery         | Access Channels          | Web Browser                        | Internet Explorer   |
| Online Help                        | Service Access and Delivery         | Access Channels          | Web Browser                        | Netscape Communicator   |
| Self-Service                       | Service Access and Delivery         | Delivery Channels        | Internet                           | The major delivery channel is the Internet, both for the portal and forms |
| Alerts and Notifications           | Service Access and Delivery         | Service Requirements     | Legislative / Compliance           | Privacy: Liberty Alliance   |
| Personalization                    | Service Access and Delivery         | Service Requirements     | Legislative / Compliance           | Section 508   |
| Personalization                    | Service Access and Delivery         | Service Requirements     | Legislative / Compliance           | Security  |
| Personalization                    | Service Access and Delivery         | Service Requirements     | Legislative / Compliance           | Web Content Accessibility   |
| Enterprise Application Integration | Service Interface and Integration   | Integration              | Enterprise Application Integration | Application Connectivity  |
| Data Exchange                      | Service Interface and Integration   | Interoperability         | Data Format / Classification       | extensible Markup Language (XML)  |
| Data Exchange                      | Service Interface and Integration   | Interoperability         | Data Transformation                | extensible Style sheet Language Transform (XSLT)                          |
| Business Rule Management           | Service Interface and Integration   | Interoperability         | Data Types / Validation            | Document Type Definition (DTD)  |
| Business Rule Management           | Service Interface and Integration   | Interoperability         | Data Types / Validation            | XML Schema  |
| Data Classification                | Service Platform and Infrastructure | Delivery Servers         | Web Servers                        | Internet Information Server   |
| Business Rule Management           | Service Platform and Infrastructure | Support Platforms        | Platform Independent               | Java 2 Platform Enterprise Edition (J2EE)                                 |

**Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications**

In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

Yes

a. If "yes," please describe.

Yes, this investment will leverage components from Business.gov, BusinessLaw.gov, SBA.gov, Forms.gov and the business portion of FirstGov.gov.

6. Does this investment provide the public with access to a government automated information system?

Yes

a. If "yes," does customer access require specific software (e.g., a specific web browser version)?

Yes

1. If "yes," provide the specific product name(s) and version number(s) of the required software and the date when the public will be able to access this investment by any software (i.e. to ensure equitable and timely access of government information and services).

Business Gateway's re-designed portal for September 2006 will run on BEA WebLogic. BEA WebLogic 8.1 officially supports: Microsoft Internet Explorer 6.0 SP1 (or higher) Mozilla 1.2.1 and 1.4 Netscape Navigator 7.0 Note: The WebLogic Integration Administration Console is supported only on Windows using either Netscape 7.0 or Microsoft Internet Explorer 6.0 SP1 or higher.

## Exhibit 300: Part IV: For "E-Gov and Lines of Business Oversight" ONLY

### IV.A. E-Gov and Lines of Business Oversight

Part IV should be completed only for investments identified as an E-Gov initiative or a Line of Business(LOB), i.e., selected the "E-Gov and LOB Oversight" choice in response to Question 6 in Part I, Section A above. Investments identified as "E-Gov and LOB Oversight" will complete only Parts I and IV of the exhibit 300.

Multi-agency initiatives, such as E-Gov and LOB initiatives, should develop a joint exhibit 300.

#### 1. Stakeholder Table

As a joint exhibit 300, please identify the agency stakeholders. Provide the partner agency and partner agency approval date for this joint exhibit 300.

| Partner Agency Name        | Partner Agency | Joint Exhibit Approval Date |
|----------------------------|----------------|-----------------------------|
| Agriculture, Department of | 005            | 8/31/2006                   |

|   |     |           |
|---|-----|-----------|
| Commerce, Department of                       | 006 | 8/31/2006 |
| Defense-Military, Department of               | 007 | 8/31/2006 |
| Education, Department of                      | 018 | 9/1/2006  |
| Energy, Department of                         | 019 | 8/31/2006 |
| Environmental Protection Agency               | 020 | 8/31/2006 |
| General Services Administration               | 023 | 8/31/2006 |
| Health and Human Services, Department of      | 009 | 8/31/2006 |
| Homeland Security, Department of              | 024 | 8/31/2006 |
| Housing and Urban Development, Department of  | 025 | 8/31/2006 |
| Interior, Department of                       | 010 | 8/31/2006 |
| Justice, Department of                        | 011 | 8/31/2006 |
| Labor, Department of                          | 012 | 8/31/2006 |
| National Aeronautics and Space Administration | 026 |           |
| National Science Foundation                   | 422 | 8/31/2006 |
| Office of Personnel Management                | 027 |           |
| Small Business Administration                 | 028 | 8/31/2006 |
| Social Security Administration                | 016 | 8/31/2006 |
| State, Department of                          | 014 |           |
| Transportation, Department of                 | 021 | 8/31/2006 |
| Treasury, Department of                       | 015 | 9/11/2006 |
| Veterans Affairs, Department of               | 029 |           |

## 2. Partner Capital Assets within this Investment:

Provide the partnering strategies you are implementing with the participating agencies and organizations. Identify all partner agency capital assets supporting the common solution; Managing Partner capital assets should also be included in this joint exhibit 300. These capital assets should be included in the Summary of Spending table of Part I, Section B (Partner Agency Asset UPI's should also appear on the Partner Agency's exhibit 53).

| Partner Agency Name             | Partner Agency | Partner Agency Asset Title | Partner Agency Exhibit 53 UPI (BY2008) |
|---------------------------------|----------------|----------------------------|--|
| General Services Administration | 023            | USA Services (e-Gov)       | 023-00-01-09-01-0040-24                |

## 3. Partner Funding Strategies (\$millions):

For jointly funded initiative activities, provide in the "Partner Funding Strategies Table": the name(s) of partner agencies; the UPI of the partner agency investments; and the partner agency contributions for CY and BY. Please indicate partner contribution amounts (in-kind contributions should also be included in this amount) and fee-for-service amounts.

| Partner Agency Name | Partner | Partner exhibit 53 UPI (BY2008) | CY | CY Fee-for- | BY | BY Fee-for - |
|---------------------|---------|---------------------------------|----|-------------|----|--------------|
|---------------------|---------|---------------------------------|----|-------------|----|--------------|

|   | Agency |                                 | Contribution | Service | Contribution | Service |
|---|--------|---------------------------------|--------------|---------|--------------|---------|
| Transportation, Department of                 | 021    | 021-04-01-14-04-0100-24         | 0.721        | 0       | 0.438        | 0       |
| Social Security Administration                | 016    | 016-00-01-02-01-0100-24         | 0.249        | 0       | 0.2          | 0       |
| Environmental Protection Agency               | 020    | 020-00-01-16-04-0100-24-305-109 | 0.329        | 0       | 0.2          | 0       |
| Energy, Department of                         | 019    | 019-99-01-99-04-0100-24         | 0.132        | 0       | 0.08         | 0       |
| Interior, Department of                       | 010    | 010-00-01-07-04-0100-24         | 0.249        | 0       | 0.151        | 0       |
| Veterans Affairs, Department of               | 029    | 029-00-01-21-04-0100-24         | 0.329        | 0       | 0.2          | 0       |
| Justice, Department of                        | 011    | 011-03-01-10-04-0100-24         | 0.249        | 0       | 0.2          | 0       |
| Agriculture, Department of                    | 005    | 005-03-01-08-04-0100-24         | 0.721        | 0       | 0.438        | 0       |
| Defense-Military, Department of               | 007    | 007-01-01-00-01-0100-24         | 0.329        | 0       | 0.2          | 0       |
| Small Business Administration                 | 028    | 028-00-01-00-01-0100-24         | 0.568        | 0       | 0.042        | 0       |
| National Aeronautics and Space Administration | 026    | 026-00-01-99-04-0100-24         | 0.132        | 0       | 0.08         | 0       |
| Treasury, Department of                       | 015    | 015-00-01-00-04-0100-24         | 0.721        | 0       | 0.438        | 0       |
| National Science Foundation                   | 422    | 422-00-01-04-04-0100-24         | 0.068        | 0       | 0.042        | 0       |
| State, Department of                          | 014    | 014-00-01-08-04-0100-24         | 0.249        | 0       | 0.151        | 0       |
| Commerce, Department of                       | 006    | 006-03-01-00-04-0100-24         | 0.329        | 0       | 0.151        | 0       |
| Office of Personnel Management                | 027    | 027-00-01-99-04-0100-24         | 0.132        | 0       | 0.08         | 0       |
| Labor, Department of                          | 012    | 012-25-01-99-04-0100-24         | 0.721        | 0       | 0.438        | 0       |
| Health and Human Services, Department of      | 009    | 009-00-01-99-04-0100-24         | 0.721        | 0       | 0.438        | 0       |
| Housing and Urban Development, Department of  | 025    | 025-00-01-09-04-0100-24         | 0.329        | 0       | 0.2          | 0       |
| Education, Department of                      | 018    | 018-24-01-07-04-0100-24         | 0.329        | 0       | 0.151        | 0       |
| General Services Administration               | 023    | 023-30-01-11-04-0100-24         | 0.068        | 0       | 0.042        | 0       |
| Homeland Security, Department of              | 024    | 024-00-01-08-04-0100-24         | 0.721        | 0       | 0.438        | 0       |

**An Alternatives Analysis for E-Gov and LOB initiatives should also be obtained. At least three viable alternatives, in addition to the current baseline (i.e., the status quo), should be included in the joint exhibit 300. Use OMB Circular A-94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.**

|  |           |
|--|-----------|
| <b>4. Did you conduct an alternatives analysis for this project?</b>             | Yes       |
| <b>a. If "yes," what is the date of the analysis?</b>                            | 3/31/2006 |
| <b>b. If "no," what is the anticipated date this analysis will be completed?</b> |           |
| <b>c. If no analysis is planned, please briefly explain why:</b>                 |           |



## 5. Alternatives Analysis Results:

Use the results of your alternatives analysis to complete the following table:

| Alternative Analyzed   | Description of Alternative  | Risk Adjusted Lifecycle Costs estimate | Risk Adjusted Lifecycle Benefits estimate |
|--|---|--|---|
| Alternative #1: In-source through SBA                                | SBA employs approximately eight full-time employees in their Answer Desk, which is operated out of SBA's Charlotte field office. This Answer Desk provides telephone, e-mail, fax, and mail support for SBA's stakeholders.<br><br>BG could potentially add staff to support the inquiry volume that Business.gov adds to the Answer Desk.  | 0.003                                  | 0   |
| Alternative #2: Outsource using USA Services' FirstContact IDIQ      | The FirstContact Indefinite Delivery, Indefinite Quantity (IDIQ) vehicle is a contract vehicle GSA's USA Services offers. This contract vehicle is a firm fixed price, performance based contract vehicle. FirstContact provides access to five pre-qualified vendors: 1) Aspen Systems Corporation, 2) Datatrak Information Systems, Inc., 3) ICT Group, Inc., 4) Pearson Government Solutions, and 5) TeleTech Government Solutions, LLC. FirstContact IDIQ expires July 2009. Sample clients include Grants. | 0.004                                  | 0   |
| Alternative #3: GWAC Vehicle   | This alternative is similar to the FirstContact IDIQ alternative in that BG can tailor its SOW to meet all necessary requirements. This alternative differs in that there may be more pre-qualified vendors to choose from, and BG would have the flexibility to write the contract as a time and materials contract rather than firm fixed price.  | 0.003                                  | 0   |
| Baseline - Status Quo : Continue Current USA Services' Email Service | GSAs Federal Citizen Information Center (FCIC) is the COTR of the USA Services contract, and BG receives e-mail support via MOU arrangement with GSA's FCIC. The contract has a portfolio of more than six programs to which it provides either phone support, e-mail support, or both. BG receives e-mail support for basic questions only on a fee-for-service basis. Customer Service Representatives (CSRs) draw upon pre-scripted responses to answer inquiries within two business days.                  | 0.001                                  | 0   |

## 6. Which alternative was selected by the Initiative Governance process and why was it chosen?

Business Gateway selected to continue current USA Services' email service (the status quo) for the following reasons: 1.Is \$2M+ cheaper than other options over five years 2.Offer a low-risk, low-cost option while BG gathers more concrete customer behavior data, including inquiry volume and average handle time 3.Enables BG to onboard contractor to new Business.gov in only few weeks' time 4.USA Services provides contract oversight 5.Has training, quality control processes 6.Inquiry reports can provide customer insight to agencies 7.Customer Service Representatives have cross-agency and FirstGov business tab knowledge, which is an added benefit for Business.gov customers

## 7. What specific qualitative benefits will be realized?

BG's decision to continue using USA Services' e-mail support will meet customer support operations goals in the short-term while BG gathers more concrete customer behavior to inform a longer term solution. Primary benefits of this alternate are: 1.Provides personalized support to customers to help promote key program success metrics, namely: customer satisfaction and web traffic. Customer Service Representatives (CSRs) will address e-mail inquiries on an individual basis to provide the support that customers need. 2. Enables BG to gather and quantify data so that BG can better understand customer needs to inform an

alternatives analysis of long-term customer support operations and www.business.gov enhancement.

**8. Federal Quantitative Benefits (\$millions):**

What specific quantitative benefits will be realized (using current dollars) Use the results of your alternatives analysis to complete the following table:

|                     | Budgeted Cost Savings | Cost Avoidance | Justification for Budgeted Cost Savings | Justification for Cost Avoidance  |
|---------------------|-----------------------|----------------|---|---|
| PY - 1 And Previous | 0                     | 0              |   |   |
| PY 2006             | 0                     | 0              |   |   |
| CY 2007             | 0                     | 954.772        |   | BG avoids these costs by not paying for infrastructure set-up and maintenance costs of a new contact center under FirstContact, the highest cost alternative: Workforce (recruiting, training, program management, Customer Service Rep wages, recruiting, training, program management); Communication hardware (purchase, installation, maintenance and support); Computing hardware (purchase, installation, maintenance); and Software (purchase, implementation, maintenance and support). |
| BY 2008             | 0                     | 348.947        |   | BG avoids these costs by not paying for infrastructure set-up and maintenance costs of a new contact center under FirstContact, the highest cost alternative: Workforce (recruiting, training, program management, Customer Service Rep wages, recruiting, training, program management); Communication hardware (purchase, installation, maintenance and support); Computing hardware (purchase, installation, maintenance); and Software (purchase, implementation, maintenance and support). |
| BY + 1 2009         |                       |                |   | BG avoids these costs by not paying for infrastructure set-up and maintenance costs of a new contact center under FirstContact, the highest cost alternative: Workforce (recruiting, training, program management, Customer Service Rep wages, recruiting, training, program management); Communication hardware (purchase, installation, maintenance and support); Computing hardware (purchase, installation, maintenance); and Software (purchase, implementation, maintenance and support). |
| BY + 2 2010         |                       |                |   | BG avoids these costs by not paying for infrastructure set-up and maintenance costs of a new contact center under FirstContact, the highest cost alternative:   |

|                   |  |  |  |   |
|-------------------|--|--|--|---|
|                   |  |  |  | Workforce (recruiting, training, program management, Customer Service Rep wages, recruiting, training, program management); Communication hardware (purchase, installation, maintenance and support); Computing hardware (purchase, installation, maintenance); and Software (purchase, implementation, maintenance and support).   |
| BY + 3 2011       |  |  |  | BG avoids these costs by not paying for infrastructure set-up and maintenance costs of a new contact center under FirstContact, the highest cost alternative: Workforce (recruiting, training, program management, Customer Service Rep wages, recruiting, training, program management); Communication hardware (purchase, installation, maintenance and support); Computing hardware (purchase, installation, maintenance); and Software (purchase, implementation, maintenance and support). |
| BY + 4 And Beyond |  |  |  |   |
| Total LLC Benefit |  |  |  |   |

#### IV.B. Risk Management

**You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.**

**Answer the following questions to describe how you are managing investment risks.**

|   |          |
|---|----------|
| <b>1. Does the investment have a Risk Management Plan?</b>  | Yes      |
| <b>a. If "yes," what is the date of the plan?</b>   | 1/3/2006 |
| <b>b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?</b>                        | No       |
| <b>c. If "yes," describe any significant changes:</b>   |          |
| Business Gateway has continued to execute the risk management plan and continuously adds and mitigates risk on a daily basis. |          |
| <b>2. If there currently is no plan, will a plan be developed?</b>  | No       |
| <b>a. If "yes," what is the planned completion date?</b>  |          |
| <b>b. If "no," what is the strategy for managing the risks?</b>   |          |
| There is a risk plan that has been developed and is currently being executed.   |          |

#### IV.C. Cost and Schedule Performance

You should also periodically be measuring the performance of operational assets against the baseline established during the planning or full acquisition phase (i.e., operational analysis), and be properly operating and maintaining the asset to maximize its useful life. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements.

|   |     |
|---|-----|
| 1. Are you using EVM to manage this investment? | Yes |
|---|-----|

|  |     |
|--|-----|
| a. If "yes," does the earned value management system meet the criteria in ANSI/EIA Standard-748? | Yes |
|--|-----|

|   |
|---|
| b. If "no," explain plans to implement EVM: |
|---|

|   |
|---|
| c. If "N/A," please provide date operational analysis was conducted and a brief summary of the results: |
|---|

According to the Operational Analysis results, Business Gateway is meeting all program milestones and metrics. In addition, from an EVMS standpoint, the variances to cost, schedule and performance are within 10%. Business Gateways EVM and WBS are submitted on a monthly basis to SBA for review and approval. The EVM and WBS are continuously monitored and any areas of concern are documented, presented and mitigated by the Business Gateway team.

**2. Answer the following questions about current cumulative cost and schedule performance. The numbers reported below should reflect current actual information. (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs):**

|                                    |   |
|------------------------------------|---|
| a. What is the Planned Value (PV)? | 0 |
|------------------------------------|---|

|                                   |   |
|-----------------------------------|---|
| b. What is the Earned Value (EV)? | 0 |
|-----------------------------------|---|

|  |   |
|--|---|
| c. What is the actual cost of work performed (AC)? | 0 |
|--|---|

|  |                           |
|--|---------------------------|
| d. What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)? | Contractor and Government |
|--|---------------------------|

|                  |           |
|------------------|-----------|
| e. "As of" date: | 5/31/2006 |
|------------------|-----------|

|   |   |
|---|---|
| 3. What is the calculated Schedule Performance Index (SPI = EV/PV)? | 0 |
|---|---|

|  |   |
|--|---|
| 4. What is the schedule variance (SV = EV-PV)? | 0 |
|--|---|

|   |   |
|---|---|
| 5. What is the calculated Cost Performance Index (CPI = EV/AC)? | 0 |
|---|---|

|  |   |
|--|---|
| 6. What is the cost variance (CV=EV-AC)? | 0 |
|--|---|

|   |    |
|---|----|
| 7. Is the CV or SV greater than 10%? Yes 0 No 0 | No |
|---|----|

a. If "yes," was it the?

b. If "yes," explain the variance:

c. If "yes," what corrective actions are being taken?

d. What is most current "Estimate at Completion"?

0

8. Is the agency requesting a change in the performance baseline?

Yes

Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in \$ Millions).

Comparison of Initial Baseline and Current Approved Baseline (EGov)

| Milestone Number | Description of Milestone                                       | Initial Baseline        |                        | Current Baseline |            |            |         | Current Baseline Variance |           | Percent Complete | Agency Responsible For Activity     |
|------------------|--|-------------------------|------------------------|------------------|------------|------------|---------|---------------------------|-----------|------------------|-------------------------------------|
|                  |  | Planned Completion Date | Total Cost (Estimated) | Completion Date  |            | Total Cost |         | Schedule (# days)         | Cost      |                  |                                     |
|                  |  |                         |                        | Planned          | Actual     | Planned    | Actual  |                           |           |                  |                                     |
| 1                | Conduct Governance Activities<br>Report Project Activities     | 09/30/2003              | \$0.953                | 09/30/2003       | 09/30/2003 | \$0.953    | \$0.953 | 0                         | \$0.000   | 100.00%          | Small Business Administration (SBA) |
| 2                | "Populate Forms Catalog  | 09/30/2004              | \$1.751                | 09/30/2004       | 09/30/2004 | \$1.751    | \$1.751 | 0                         | \$0.000   | 100.00%          | Small Business Administration (SBA) |
| 3                | "Maintain Forms Catalog  | 09/30/2005              | \$2.532                | 09/30/2005       | 09/30/2005 | \$2.532    | \$2.532 | 0                         | \$0.000   | 100.00%          | Small Business Administration (SBA) |
| 4                | "Maintain Forms Catalog  | 09/30/2006              | \$2.904                | 09/30/2006       |            | \$2.904    |         |                           |           | 25.00%           | Small Business Administration (SBA) |
| 5                | Qualitative and Quantities Research                            | 10/01/2005              | \$0.150                | 12/31/2005       | 11/28/2005 | \$0.150    | \$0.165 | 33                        | (\$0.015) | 100.00%          | Small Business Administration (SBA) |
| 6                | 1) Web Design, Strategic Marketing, and Collateral Development | 12/31/2006              | \$0.600                | 12/31/2006       |            | \$0.600    |         |                           |           | 37.00%           | Small Business Administration (SBA) |
| 7                | Usability  | 10/30/2006              | \$0.250                | 10/30/2006       |            | \$0.250    |         |                           |           | 15.00%           | Small Business Administration (SBA) |
| 8                | Marketing/Outreach Implementation Support                      | 03/30/2007              | \$0.250                | 03/30/2007       |            | \$0.250    |         |                           |           | 5.00%            | Small Business Administration (SBA) |

|    |  |            |         |            |            |          |         |      |           |         |                                       |
|----|--|------------|---------|------------|------------|----------|---------|------|-----------|---------|---------------------------------------|
| 9  | Develop preliminary portal capabilities (includes Content Management costs for businesslaw.gov)                    | 09/30/2003 | \$0.070 | 09/30/2003 | 09/30/2003 | \$70.000 | \$0.070 | 0    | \$69.930  | 100.00% | Small Business Administration (SBA)   |
| 10 | Develop business.gov (May Launch)  | 05/30/2004 | \$0.150 | 05/30/2004 | 05/28/2004 | \$0.150  | \$0.146 | 2    | \$0.004   | 100.00% | Small Business Administration (SBA)   |
| 11 | Build Business.gov - a meta site/aggregation of links to existing Federal resources and services (October Release) | 09/30/2004 | \$0.350 | 09/30/2004 | 09/30/2004 | \$0.350  | \$0.380 | 0    | (\$0.030) | 100.00% | Small Business Administration (SBA)   |
| 12 | Search Service & Implementation  | 09/30/2006 | \$1.500 | 09/30/2006 |            | \$1.400  |         |      |           | 60.00%  | Small Business Administration (SBA)   |
| 13 | Certification & Accreditation (C&A) for Portal Implementation  | 09/15/2006 | \$0.150 | 09/15/2006 |            | \$0.150  |         |      |           | 15.00%  | Small Business Administration (SBA)   |
| 14 | Portal Development Release 2.0   | 09/30/2006 | \$0.500 | 09/30/2006 |            | \$0.500  |         |      |           | 70.00%  | Small Business Administration (SBA)   |
| 15 | COMPASS Requirements Analysis and Compliance Strategy  | 08/30/2005 | \$0.500 | 08/30/2005 | 10/15/2005 | \$0.500  | \$0.437 | -46  | \$0.063   | 100.00% | Small Business Administration (SBA)   |
| 16 | Data Call Support and Analysis   | 03/30/2006 | \$0.100 | 03/30/2006 | 04/30/2006 | \$0.100  | \$0.109 | -31  | (\$0.009) | 100.00% | Small Business Administration (SBA)   |
| 17 | Implementation Support (Data Call)   | 03/30/2006 | \$0.400 | 03/30/2006 | 04/30/2006 | \$0.400  | \$0.426 | -31  | (\$0.026) | 100.00% | Small Business Administration (SBA)   |
| 18 | Acquisition and hosting  | 08/15/2003 | \$0.150 | 08/15/2003 | 08/15/2003 | \$0.150  | \$0.139 | 0    | \$0.011   | 100.00% | General Services Administration (GSA) |
| 19 | Forms - Planning, Acquisition, Hosting, Enhancements   | 09/30/2004 | \$0.680 | 09/30/2004 | 11/15/2004 | \$0.680  | \$0.615 | -46  | \$0.065   | 100.00% | General Services Administration (GSA) |
| 20 | "Enhance Forms Catalog to improve performance and ability to check in forms  | 03/30/2006 | \$0.250 | 03/30/2006 | 02/28/2006 | \$0.250  | \$0.246 | 30   | \$0.004   | 100.00% | General Services Administration (GSA) |
| 21 | ICR/E-Forms Integration Analysis   | 07/30/2006 | \$0.150 | 07/30/2006 | 07/15/2006 | \$0.150  | \$0.237 | 15   | (\$0.087) | 100.00% | General Services Administration (GSA) |
| 22 | Forms Engine Alternatives Analysis - Publish RFI   | 09/30/2004 | \$0.030 | 09/30/2004 | 10/15/2005 | \$0.030  | \$0.050 | -380 | (\$0.020) | 100.00% | General Services Administration (GSA) |
| 23 | Conduct Alternatives Analysis  | 12/31/2005 | \$0.220 | 01/30/2005 | 03/15/2005 | \$0.220  | \$0.229 | -44  | (\$0.009) | 100.00% | General Services Administration (GSA) |
| 24 | Implement data harmonization pilot project for Coal Mining   | 09/30/2005 | \$0.275 | 09/30/2005 | 03/30/2006 | \$0.275  | \$0.275 | -181 | \$0.000   | 100.00% | Interior, Department of (DOI)         |
| 25 | "1) Strategy clarification and identification of additional  | 09/30/2006 | \$0.300 | 09/30/2006 |            | \$0.100  |         |      |           | 70.00%  | Small Business Administration         |

|                       |  |                   |                 |                   |                   |                 |                |            |                 |              |                                     |
|-----------------------|--|-------------------|-----------------|-------------------|-------------------|-----------------|----------------|------------|-----------------|--------------|-------------------------------------|
|                       | harmonization opportunities  |                   |                 |                   |                   |                 |                |            |                 |              | (SBA)                               |
| 26                    | Maintenance Costs for Atomz, Verity and other software/hardware              | 04/15/2005        | \$0.044         | 04/15/2006        | 04/15/2006        | \$0.044         | \$0.044        | 0          | \$0.000         | 100.00%      | Small Business Administration (SBA) |
| 27                    | Operations & Maintenance Support   | 03/30/2007        | \$0.650         | 03/30/2007        |                   | \$0.650         |                |            |                 | 0.00%        | Small Business Administration (SBA) |
| 28                    | Forms.gov and Business.gov Hosting Costs                                     | 08/12/2006        | \$2.000         | 08/15/2006        |                   | \$2.000         |                |            |                 | 20.00%       | Small Business Administration (SBA) |
| 29                    | Customer Satisfaction Survey   | 09/30/2006        | \$0.025         | 09/30/2006        |                   | \$0.025         |                |            |                 | 75.00%       | Small Business Administration (SBA) |
| 30                    | USA Services - Tier 1 Support  | 09/30/2006        | \$0.012         | 09/30/2006        |                   | \$0.012         |                |            |                 | 75.00%       | Small Business Administration (SBA) |
| 31                    | "West Side Story - Content Management Licensing for Current Site Maintenance | 03/30/2006        | \$0.026         | 03/30/2006        | 03/30/2006        | \$0.026         | \$0.026        | 0          | \$0.000         | 100.00%      | Small Business Administration (SBA) |
| <b>Project Totals</b> |  | <b>03/30/2007</b> | <b>\$17.921</b> | <b>03/30/2007</b> | <b>07/15/2006</b> | <b>\$87.550</b> | <b>\$8.830</b> | <b>258</b> | <b>\$72.588</b> | <b>93.00</b> |                                     |